Nigam Ltd. (MTNL) needs improvement; and

(b) if so, the details of specific steps proposed to be taken to improve the customer service?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Sir, Although the customer service provided by MTNL is satisfactory, continuous efforts are being made to improve the customer service further, to meet the rising expectations of the subscribers.

(b) the following steps are being taken to improve the customer services further:

(i) Extension of computerised fault repair service to all the remaining exchange during 1995-96.

(ii) A comprehensive computerised financial management system covering telephone revenue accounting, financial accounting and works accounting is being implemented during 1995-96 which shall substanitally improve billing and revenue accounting.

(iii) Computerisation of manual trunk exchange.

(iv) Expansion of network with a view to provide easy availability of telephones by the end of 1995-96.

(v) External plant upgradation.

(vi) A new improved directory Enquiry System.

Postal facilities in Faridabad

5412. SHRI GHUFRAN AZAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that there is only one small post office located in Sector 7 in Faridabad, without Telex, Telegraph and other modern facilities for the last 20 years, to serve lakhs of residents living in Sector 4, 5, 6, 7, 8 and 10;

(b) if so, the facts and reasons for not making, it a full-fledged post office, equipped with all the facilities, and

(c) what are the plans to provide all the said facilities at this post office and the progress thereof for the benefit of the residents?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Sector 7 post office, Faridabad is a delivery post office (having strength of PAs Postal Assistant 8, Postmen 1 and Group 'D' 2, equipped with all postal facilities including Speed Post Booking facility. Telegraph facility is available at Escort Nagar and Ballabhgarh post offices which are situated at a distance of 3 Kms. from Sector 7 post office. Sector 7 post office is serving areas of Sector 6, 7, 8 and 10 and Ballabhgarh is serving Sector 4 and 5. There are separate non-delivery post office for the areas of Sector 8, 9 and 10. Telex facilities are not provided at post offices In Faridabod, these facilities are available at the DTO in NIT Faridabad.

(b) Does not arise in view of (a) above.

(c) The postal services to the residents of locality by tsis post office are satisfactory. However, modernisation ofo post offices is a continuous process. Telegraph facility is provided in the post offices on demand and justification of traffic.

Employment under Die-in Harness scheme by VSNL, Calcutta

5413. SHRI GHUFRAN AZAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Videsh Sanchar Nigar Limted, Calcutta have received a large number of applications for employment under the Die-in Harness Scheme;

(b) whether Government have not yet advised the Nigam to finalise these cases on compassionate grounds;